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ABSTRACT

This report examines interlibrary loan traffic in the New York City area and how it interfaces with the New York State Interlibrary Loan System (NYSILL), and recommends possible alternative methods by which the regional libraries might share resources. It is the final product of a special task force of the New York Metropolitan Reference and Research Agency and its conclusions and recommendations parallel those in a state report by the Commissioner's Committee on Statewide Library Development. The report includes the membership of the task force, demographic information on the city's population and libraries, the charge to the task force, conclusions and recommendations including a detailed proposal for a regional interlibrary loan system, the description of the study itself, the methodology used to profile the city's existing system and the current operations of NYSILL, and responses to 13 specific questions included in the original charge to the task force. Two appendices include a questionnaire--Survey of Interlibrary Borrowing by METRO Libraries, and questions sent to NYSILL/Albany--NYSILL Activities of Metro Area Libraries: Statistics 1981. (RAA)

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REPORT OF

METRO

TASK FORCE TO STUDY NYSILL

A Task Force of the

Administrative Services Committee

New York Metropolitan
Reference and Research Library Agency

December 1981

New York City

IR010065

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II. PREFACE

A. NEW YORK METROPOLITAN AREA: POPULATION AND LIBRARIES

Despite a 10% decrease in the population of the metropolitan area over the past decade, the 1980 Census shows 7,937,629 people residing in the New York City area: over 45% of the population of New York State.(1) In addition, hundreds of thousands commute into the region daily. As the center of finance, communication, publishing, the arts, and the headquarters of hundreds of national and international organizations, one of the region's primary industries is information.

To provide the personal and professional information needed by these people and organizations, enormous quantities of print and non-print resources have been collected in a great number of libraries. In all, over 1,000 academic, public and special libraries exist in the New York metropolitan area and are named in various directories.

The largest number of materials are held collectively by the four public libraries and total 43.5 million items.(2) The four systems: The New York Public Library, Research and Branch systems; Queens Borough Public; Brooklyn Public; and Westchester Library System, together comprise 262 separate collections and branches spread throughout the region.(3) According to Public and Association Library Statistics 56% of the public library materials in the state are held by these four systems in the New York City area.(4)

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(1) The 1980 six-county total of 7,937,629 is 45.2% of the State population of 17,557,288. "Growth and Decline in the State's Population, 1970 vs. 1980, N.Y. Times, May 1981.

(2) The total for public library holdings include monographs, serials, microforms, audio-visual materials and all others, Public and Association Library Statistics, 1979, pp. 4-20.

(3) The numbers of public library branches and access points are Brooklyn Public, 59; New York Public, 86; Queens Borough Public, 55; Westchester Library System, 62. Public and Association Library Statistics, 1979, p. 3.

(4) The 4-system total of 43,487,755 materials is 56.1% of the State public library materials total of 77,484,088 reported in Public and Association Library Statistics, 1979, pp. 4-20.

A large number of volumes are held by academic libraries located in the region as well. Of the 266 academic libraries listed in the 1980 Directory of College and University Libraries in New York State, 108 or 41% are housed in the METRO region.(5) Nine of these, with holdings of 12,747,482 volumes, are among the 20 largest academic libraries in the state.(6)

Special libraries are even more numerous. The 1980 Special Libraries Directory of Greater New York lists 673 separate special libraries in New York City and Westchester County.(7)

The New York State Interlibrary Loan System (NYSILL) contracts with nine subject referral libraries and three area referral libraries to provide back-up service to its gigantic interlibrary loan enterprise. The fact that eight of the nine subject referral libraries and one of the three area referral libraries are located in New York City is further evidence of the concentration of resources in the region.

It is safe to say that no other geographic area of this size, 743 square miles, can boast of this enormous number and extent of library collections. In this era of resource sharing it is logical to ask why no network exists to provide links among these thousand-plus libraries and to support a mechanism by which they can afford to share materials with one another. On the other hand, given the range in size, purpose and funding it is not at all surprising that this diverse "population of libraries" has found it difficult to establish linkages.

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(5) The 1980 Directory of College and University Libraries in New York State, Thirteenth ed., N.Y. State Education Department, 1981, pp. 1-139.

(6) Ibid., pp. 148-49.

(7) This count of special collections does not include the special collections that are part of academic and public libraries and also listed in Special Libraries Directory of Greater New York. 15th ed., Veronica C. Pidala, ed., Special Libraries Association, New York Chapter, 1980.

B. CHARGE OF METRO TASK FORCE TO STUDY NYSILL

Repeated discussion among librarians in the New York metropolitan area concerning the need for a regional interlibrary loan system led the Administrative Services Committee of METRO to designate in the spring of 1980 a special Task Force to focus on this topic. The Task Force was charged with the responsibility to investigate a series of questions and to "make recommendations to the Administrative Services Committee of METRO as to feasibility, scope, design and projected cost of a regional interlibrary loan system within the METRO area." Much of the study would, by necessity, focus on how interlibrary loan as currently practiced interfaces with the New York State Interlibrary Loan System (NYSILL).

The name of the Task Force itself changed several times. The initial name, Task Force on Regional Interlibrary Loan System for the Metropolitan Area proved rather cumbersome, as did the ad hoc Task Force on the Metropolitan Area NYSILL By-Pass System. A shortened version of that, NYSILL By-Pass Task Force, still did not communicate the exact charge or spirit of the study. After some discussion the official name became METRO Task Force to Study NYSILL with the group realizing that it was studying not the entire NYSILL system but how the metropolitan area's interlibrary loan traffic related to that system.

The Task Force was presented with a hefty list of thirteen questions which were intended to serve as guidelines for the investigation. The questions and their answers comprise a later section of this Report.

In meeting the challenge of its charge and answering the many-faceted thirteen questions, the Task Force decided the facts had to come from three distinct resources:

1. the members of the Task Force, which comprised representatives from all types of METRO libraries, each of whom was involved with interlibrary loan in her own institution;
2. libraries which are members of METRO and which are involved in interlibrary loan and especially with NYSILL; and
3. the New York State Interlibrary Loan System headquarters in Albany.

Jane Rollins, NYSILL coordinator, provided NYSILL statistics drawn from two quarters, October-December 1980 and January-March 1981. A questionnaire mailed to METRO libraries elicited responses from 64% of the membership. In the process of study and compiling its Report, the Task Force met twenty times over fourteen months.

III. CONCLUSIONS AND RECOMMENDATIONS

A. CONCLUSIONS

Drawing on the data collected from the questionaire sent to METRO libraries (Appendix A), the statistics compiled from the New York State Interlibrary Loan System (NYSILL) and the resources of the Task Force members, the Task Force draws the following conclusions:

1. Interlibrary Loan Traffic in the METRO Region

In the New York City region the large number of libraries, the wide variation in their sizes and the diverse needs of their patrons contribute to the complexity of establishing a regional interlibrary loan network.

Given the amount of interlibrary loan traffic in the METRO region and the existence of several large collections which serve as magnets for interlibrary borrowing requests, a regional interlibrary loan system must be carefully monitored to ensure that evenly distributed borrowing and lending patterns develop.

Interlibrary borrowing activity of 47 METRO libraries increased 9.6% from 1978 to 1980.

Many METRO libraries do not use all the locating tools that are presently available to them. The existence of locally developed holdings lists is often not widely known. Use of the location and verification service of the CARES operation has been reported by approximately 24% of the responding METRO libraries who engage in interlibrary loan.

Nearly half of the METRO libraries responding to the questionnaire report use of one or more New York City NYSILL referral libraries without entering NYSILL.

To transmit interlibrary borrowing requests, METRO libraries use every sending mode available, ranked in order from most used to least used: U.S. mail, telephone, teletype, electronic mail, delivery, and patron-carried.

2. Use of NYSILL by METRO Region Libraries

NYSILL is a shared resources program whose intent is to provide research materials to the libraries of New York State. Many METRO libraries are using NYSILL incorrectly. More than half of the METRO region requests not filled at the State Library are "ineligible" to be referred and are returned unfilled to the requesting library. Of the 39 METRO libraries reporting use of NYSILL, fourteen (36%) use NYSILL for 25% or more of their interlibrary borrowing: an indication that they are not tapping the resources of the region first.

From the METRO region libraries approximately 16,400 interlibrary borrowing requests enter the NYSILL system each year. Approximately 2400 requests are sent by mail to the State Library and 14,000 requests are sent by METRO region transmission sites via teletype.

The number of interlibrary borrowing requests sent through NYSILL by 34 METRO libraries increased 15% from 1978 to 1980.

Of the 54 METRO libraries who report doing interlibrary loans for their patrons, nearly one-third of them (14) do not use NYSILL at all or use it for less than 5% of their interlibrary borrowing requests.

A large number (62%) of the METRO region transmission site requests to NYSILL that continue beyond the State Library to be filled by referral libraries are ultimately filled by the nine New York City NYSILL referral libraries.

The fill rate for requests submitted to NYSILL by METRO region transmission sites is approximately 50%. Approximately 35% of the requests are filled by the State Library. Another 15% are filled by the referral libraries.

The State Library fills an average of 77% of the requests submitted by METRO region libraries to NYSILL via U.S.mail.

During a sample period approximately 10% of the NYSILL requests received by three NYSILL referral libraries in New York City were requests that had originated in METRO region libraries.

The majority of the METRO libraries responding to the questionnaire rated NYSILL service satisfactory to excellent.

The majority of METRO libraries reporting on the questionnaire estimate that minimum turnaround time for NYSILL is three weeks, and more frequently it is four or more weeks. Since most requests are teletyped, making transmittal time minimal (the State Library responds in 4.5 to five days), and the referral libraries average 4.5 days in responding to requests received from the State Library, the delay is largely due to dependence on the U.S. Postal Service for delivery.

Where OCLC-ILL subsystem is currently being used it supplements but does not replace NYSILL as a network for borrowing materials.

3. Expressed Needs to Enhance Interlibrary Sharing in METRO Region

When asked to name interlibrary loan networks that they would like made available to them, nearly half of the libraries responding to the question stated that they would like a METRO regional interlibrary loan system.

The METRO members responding to the questionnaire report that referral libraries located in New York City are often used to fill their NYSILL requests even though they send the requests to the State Library initially.

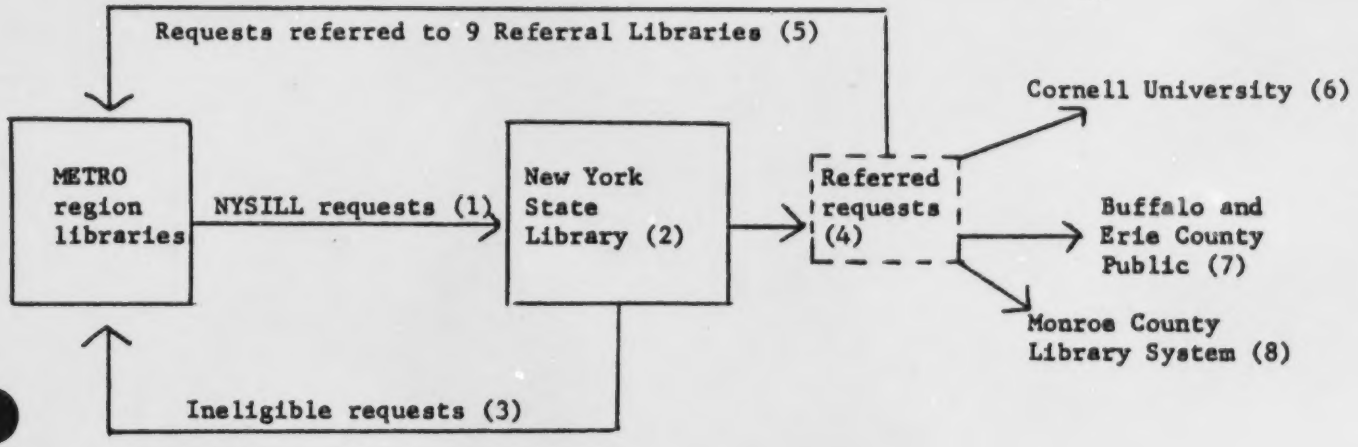
Some requests that are filled by the State Library could be filled regionally if appropriate data bases were consulted.

Although the proximity of METRO libraries often allows patrons of one library to consult materials on site at another library, there is still a need to move materials from one library to another.

The cost of sharing resources through interlibrary loan is significant. Half the METRO libraries who reported cost estimates reported that it costs them from $5 to $30 to borrow a title. Costs to lend material through interlibrary loan generally are estimated to range from $8 to $20.

USE OF NYSILL BY METRO REGION LIBRARIES

CURRENT PATTERN


Requests referred to 9 Referral Libraries (5)
Cornell University (6)
METRO region libraries
NYSILL requests (1)
New York State Library (2)
Referred requests (4)
Buffalo and Erie County Public (7)
Monroe County Library System (8)
Ineligible requests (3)

NYSILL statistics, January - March 1981

(1) 3724 requests to NYSILL from METRO region transmission sites

(2) New York State Library filled 1251 (34%) requests

(3) 1319 (35%) requests were ineligible for referral and were returned unfilled to requesting library

(4) 1154 (31%) requests were referred to Referral Libraries where an additional 561 were filled

(5) 348 (62%) referred requests were filled by nine Referral Libraries in METRO region

(6) 181 (32%) referred requests were filled by Cornell University

(7) 26 (5%) referred requests were filled by Buffalo and Erie County Public Library

(8) 7 (1%) referred requests were filled by Monroe County Library System

METRO Task Force to Study NYSILL
December 1981

B. RECOMMENDATIONS

Considering the volume of interlibrary loan requests made by METRO libraries responding to the questionnaire and all indications that resource sharing must increase in the future, the Task Force makes the following recommendations:

1. In order to meet the information needs of the region in a more rapid, effective and equitable manner, a METRO regional interlibrary loan system should be set in place as soon as possible.

2. All participation in the regional interlibrary loan system should be on a voluntary basis and no existing interlibrary loan arrangements or networks should necessarily be altered.

3. A METRO Interlibrary Loan Code should be adopted by participants. It is recommended that this Code be based on the New York Metropolitan Regional Intersystem Loan Agreement, which follows the "ALA Model Interlibrary Loan Code for Regional, State, Local or Other Special Groups of Libraries" (1980). The goal should be as little restriction on eligibility of requests for interlibrary loan as possible.

4. The system should be designed to reduce the burden on potential net lenders. Requests should be routed to libraries following established guidelines and procedures that are intended to minimize the burden on any one library or group of libraries. Net lenders should be compensated at an equitable rate.

5. A METRO regional interlibrary loan clearinghouse should be established to channel requests. The clearinghouse should be capable of handling 20,000 requests in the first year and should use all possible bibliographical and technological aids to facilitate communication, verification, location and delivery of requested material.

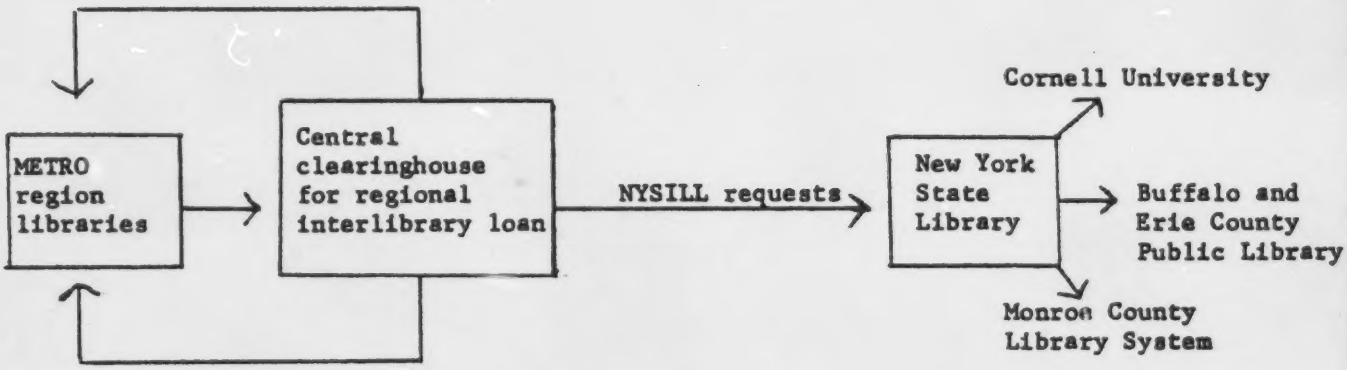
6. Promoting the use of regional location tools and developing better location tools such as a union list of serials, data bases of library holdings, and an interfacing of existing data bases, should be priorities within the region.

7. The logical relationship between interlibrary loan and coordinated collection development should be reinforced by having reports of interlibrary loan request patterns feed back to collection development planners.

8. If material is reported owned by a local participating library, but is not available for loan in the state, the patron should be thus informed and encouraged to use a METRO Courtesy Card for on-site consultation.

USE OF NYSILL BY METRO REGION LIBRARIES

RECOMMENDED PATTERN



METRO Task Force to Study NYSILL
December 1981

C. DESCRIPTION OF PROPOSED REGIONAL INTERLIBRARY LOAN SYSTEM

1. Central Clearinghouse

a.Rationale

The proposed regional interlibrary loan system would include the establishment of a central clearinghouse at the regional level. This central office would provide location information, specialized bibliographic assistance, and a methodical routing service for requests. It would be located in conjunction with a strong reference collection where essential verification tools are available. Tools include printed bibliographies as well as the data bases of OCLC, MILCS, RLIN, LEXIS, MEDLINE, New York State Library Collection Management System, and others as they become available.

There are many advantages to the establishment and operation of such a clearinghouse. With a clearinghouse it is possible to redistribute the interlibrary lending "load" for the region. Since the clearinghouse would check many bibliographic sources prior to the routing of requests, locations of material will be established at some libraries which are now called upon to lend less frequently. The larger libraries participating in the regional system will find that the organized submission of requests with an agreed-upon maximum number for a given day will tend to reduce their interlibrary lending workload. For the smaller participating libraries there are advantages of the expanded number of sources which can be checked, specialized assistance with the verification of obscure items, and the efficient routing of requests.

In the case where locations cannot be determined outright, requests will be routed to a specified number of potential lenders before it is established that the region's resources have been exhausted. This efficient routing system, organized through the clearinghouse and combined with a fully utilized delivery system, will result in the rapid and effective delivery of interlibrary loan materials to library users at all types of libraries.

b. Functions

1) To support and monitor the overall traffic flow of the Regional Interlibrary Loan System. The clearinghouse will initially meet the needs of METRO libraries; particapation of non-METRO members will be considered later.

2) To verify requests for libraries lacking certain tools. This will need to be monitored closely to be certain that all librarians do as much as they can to verify completely.

3) To locate material within the region, primarily by using the data bases now available and developed in the future.

4) To transmit requests to lending libraries.

5) To transmit unfilled requests to NYSILL headquarters in Albany.

6) To provide routine status reports to requesting libraries.

7) To maintain statistical records of requests and referrals.

c. Location and Staffing

In considering an appropriate site for the Clearinghouse, the existence of a strong reference collection should be given priority. A geographically central location is advisable.

The staff of the clearinghouse will consist of one librarian and four full-time eqivalent clerical staff. Anticipated increased traffic may necessitate additional clerical staff as time progresses. Staffing must be sufficient to guarantee same-day turnaround in handling all incoming requests. Part-time staff may be utilized to accomodate heavy seasonal interlibrary loan activity.

d. Procedures

1) The requesting library will be responsible for:

a) Verifying requests

b) Preserving the material on loan

c) Returning the material on time to the lending library

d) Replacing the material should it become lost or damaged.

2) The clearinghouse will send requests to participating lenders using the following priority list:

a) Where locations are known -

(1) Tax-supported libraries with preference given to smaller collections.

(2) Privately supported libraries with preference given to smaller collections.

(3) New York State Library.

b) Where locations are unknown -

(1) The request may be sent to a local library with a subject strength in the area. Within this group, priority will be given to smaller collections.

(2) NYSILL.

3) Requests will be received and sent by the clearinghouse in one of four formats:

a) Standard interlibrary loan forms, mailed or delivered

b) Teletype form used by TWX

c) Terminal-produced form used by OCLC or RLIN

d) Telephoned in batches for those libraries able to handle this mode of transmittal.

4) Requests leaving the clearinghouse will be:

a) Verified as to correct author, title, imprint information.

b) Batched according to a prescribed schedule

c) In proper format

d) Printed in clear copy

e) Sorted in alphabetical order by main entry for each lending library.

The lending library will respond directly to the clearinghouse whether or not the material is available. The clearinghouse will forward the request to another library if the first library cannot fill it. After the request has been tried at local libraries or after the clearinghouse has ascertained that the title may be located elsewhere in the state, the clearinghouse will transmit the request to NYSILL.

Material, once located, will be transmitted via the INTERSHARE Delivery System both to and from the borrowing library.

2. Description of Existing INTERSHARE Delivery System

Regional intersystem delivery to facilitate interlibrary loan was inititated in May 1980 as an INTERSHARE experiment for linking systems. METRO and the New York City School Library System which did not have an intra-system delivery service between members, receive direct pickup and delivery by INTERSHARE "on demand". Approximately 2000 transactions were completed on 1981. To handle growing demand, the system has recently been expanded and it is expected that experimental delivery service in the region will continue to be provided by INTERSHARE without charge as long as it is a pilot project. State funding is now authorized through June of 1983.

3. Reimbursement to Net Lenders

The Task Force recommends that from the beginning those libraries that lend more than they borrow should be reimbursed at the same rate that referral libraries are reimbursed by NYSILL. The records regarding lending and borrowing would be maintained by the clearinghouse. It is the hope of the Task Force that this method of reimbursement will encourage all libraries, regardless of size, to participate on an equal basis in sharing their resources and tapping local resources.

4. Publicity For The Regional Interlibrary Loan Service

The creation of a regional interlibrary loan system in the New York City area will be an event meritorious of some fanfare and much publicity. It will produce a service that hitherto has been unknown to librarians in this region. Most librarians in New York City are trained to think of looking first outside the region, especially to the State Library, for materials they need through interlibrary loan. The use and success of the new regional interlibrary loan system will depend on publicity and retraining of users.

The Task Force recommends a thorough and well-planned program of publicity that should include:

a. Series of workshops for METRO members introducing them to procedures and guidelines for using the service;

b. Scheduled visits by METRO members to the central clearinghouse;

c. Flyers mailed to METRO members reminding them of the service;

d. Repeated updates on implementation and progress printed in "For Reference";

e. Frequent mention of the service by METRO Executive Director.

5. Options for Funding

The Task Force was not charged with calculating costs for implementing this proposal. However, in the course of its deliberation, certain funding options have emerged and they are listed below.

Start-up costs may be partially covered by increased state aid recently allocated to METRO. Seed money for implementation might also be available from INTERSHARE, foundations and private sources. (If INTERSHARE's funding is to be sought requests must be made by March 1982 in order to be included in INTERSHARE's last authorized year of funding.)

Eventually, sustaining costs will have to be covered on an on-going basis. This would probably best be done with a combination of state appropriations, membership fees, and a per-request charge to borrowing libraries.

It was the consensus of the Task Force that initially the requesting library should not be charged for participating in the regional interlibrary loan program. When faced with the option of paying for interlibrary loans versus receiving them free through NYSILL, even considering a delay in receiving material, the library is likely to ignore the regional system and continue borrowing free of charge through NYSILL. For this reason and because the Task Force believes the regional system should be given every opportunity to succeed, the Task Force recommends that start-up moneys be sufficient to subsidize borrowing/lending costs until traffic is such that libraries will be willing to financially support the service themselves. A borrowing fee may be introduced after the pilot period of at least three years.

IV. THE STUDY

A. PROCESS

The METRO Task Force to Study NYSILL began its deliberation on October 28, 1980 and met twenty times during the following fourteen months. Besides meeting time, many hours were invested in the development of the questionnaires, the collection of raw data, the comparisons of pertinent facts, and the writing of the final Report. Support, both administrative and clerical, from the METRO office was constant. Valuable assistance, too, was lent by Columbia University Libraries staff in clerical time and questionnaire formatting. Preparation of the last draft and final copy was the first project of the INTERSHARE Computer/Word Processing Service.

Profitable discussions were carried out with Jane Rollins, NYSILL Coordinator, Albany, both by telephone and during her attendance at one lengthy and informative meeting. She and her staff were extremely cooperative in compiling statistics on NYSILL requests submitted by METRO region libraries. Not all the questions (Appendix B) that the Task Force posed could be answered but much necessary data was gathered; certainly sufficient to conduct the study.

Ms. Rollins gathered sample statistics from two groups of interlibrary loan requests arriving at Albany. The first group of statistics came from those libraries in the METRO region that serve as transmission sites and send requests via telecommunication directly to the computer at the State Library.

This was the largest number of requests. Ms. Rollins provided statistics drawn from two quarters, October through December 1980 and January through March 1981. The second group of statistics come from a sample period of March and April 1981 and comprised the requests sent to the State Library by mail from libraries in the METRO region.

Unfortunately there was not a perfect overlap of time for the study of the two types of requests (i.e. telecommunicated and mailed) but none the less the sampling provided the Task Force with sufficient information to carry out its charge.

The questionnaire to METRO libraries was sent on March 16, 1981 with an original deadline of April 10, 1981. It was necessary to extend the deadline to July 15, 1981, and to do some prodding by telephone. Of the 104 questionnaires sent, 67 were completed and returned, a response rate of 64.4%. Four of the

responding academic libraries are located in New Jersey and although pertinent to the overall picture of interlibrary loan in the region, they do not participate in NYSILL and hence their input was not calculated into the final study. Except where otherwise indicated, calculations were based on 63 METRO libraries or 61% of the total METRO membership.

The Task Force would very much like to have contacted every academic, public and special library in New York City and Westchester County, but because these libraries total over a thousand this goal was not feasible. It seemed, too, that since METRO was the sponsoring agency for the work of the Task Force, its first responsibility lay with tapping METRO membership for information and felt needs.

B. PROFILE OF METRO LIBRARIES RESPONDING TO QUESTIONNAIRE

The METRO Task Force to Study NYSILL sent 104 questionnaires (Appendix A) to METRO member libraries in March, 1981. Sixty-three libraries located in New York City and Westchester County responded.

These 63 libraries include 46 academic, twelve special and five public library systems.(8)

Altogether, 23 libraries of the 63 fall within the 100,000 - 250,000 volume size range. Thirteen have holdings from 10,000 - 100,000 and seven have fewer than 10,000 books. On the other extreme, eight libraries, three academic and five public, hold more than one million volumes each; ranging from a little over one million at Fordham to over 6 million at The New York Public Library, Research Libraries. On a bar chart the number of volumes per library suggests the familiar bell-shaped curve.

Among the 46 academic libraries responding to the questionnaire almost half, 21 or 45%, have collections ranging in size from 100,000 to 250,000 volumes. Twelve have 100,000 volumes or fewer and thirteen have over 250,000 volumes. The distribution pattern might be said to be "normal" in that nearly half of the libraries fall into the middle range and the remaining half are equally distributed on either side.

As might be expected, the bulk of the special libraries responding fall into the 10,000 - 100,000 volume collection size. Of the twelve responding special libraries, five fall into that category, three into 1 - 10,000 volume collection, two into the 100,000 to 250,000 volumes range and one each in the 250,000 - 500,000 volumes and the 500,000 to 1,000,000. Obviously, for special libraries, subject depth is more important than collection size.

Serial title holdings fall into a similarly wide range. The biggest share of the libraries, eighteen or 28.5%, subscribe to 500 to 1000 current titles with seventeen, or 26.9% of the libraries subscribing to 1000 to 3000 titles. Together this means that 36, or 55%, collect from 500 to 3000 serials each. One special library, two academic and two public libraries subscribe to over 5000 current titles each. The bar chart showing the number of serial titles per library also forms a near bell-shaped curve.

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(8)In this Report, The New York Public Libraries, Research Libraries and Branch Libraries, will be treated as two separate systems.

The range in numbers of patrons served by the libraries varies dramatically. Fourteen serve up to 1000 each, while sixteen serve from 1000 to 5000, ten serve 5000 to 10,000, and fifteen serve over 10,000 patrons each. The libraries range from those whose service policy limit their patrons to a very prescribed client to the large public library systems where "everyone" is served and hence there are no upward limits.

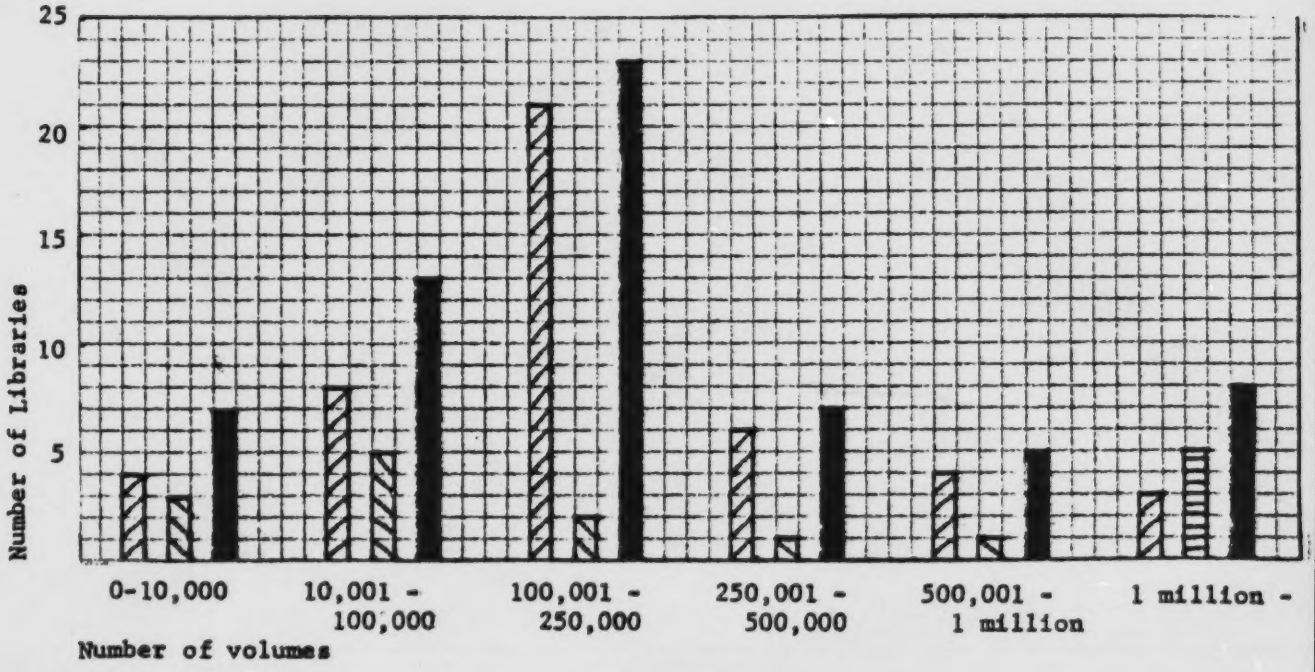
In contrast to the patterns formed by the bar charts illustrating the size of collections or the number of serial titles held, where the largest group of libraries fall in the middle range, the chart of the number of professionals employed is markedly heavy on the lower end. Of the 63 libraries responding, 24 employ from one to five professionals and sixteen employ from five to ten librarians. This means that 40 libraries, or 63% of those responding, employ ten or fewer librarians. Two academic and four public libraries each employ more than 50 librarians with The New York Public Library, Branch Libraries employing the most, 390 librarians.

The bar charts of the four criteria used in this profile of responding libraries form various patterns. The two charts of the number of volumes and the number of serial titles reflect a "normal" distribution with approximately half of the libraries in the middle ranges and the remaining half are fairly evenly distributed on either side.

But the chart showing the number of patrons served by libraries illustrates that similar numbers of libraries fall into each range. And this contrasts starkly with the bar chart of the number of professionals employed where the overwhelming majority of libraries employ ten or fewer librarians.

PROFILE OF METRO LIBRARIES RESPONDING TO QUESTIONNAIRE

Size of Collection by Type of Library



Type of Library Key:

Academic:

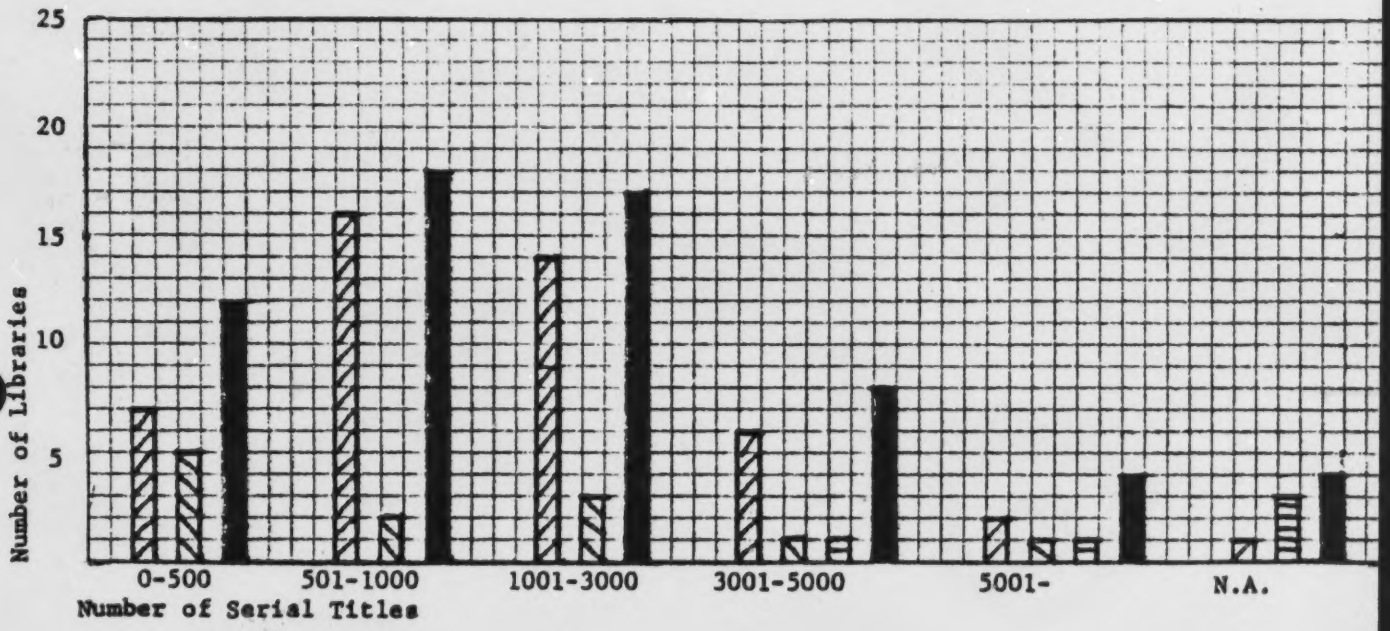
Special:

Public:

All types:

PROFILE OF METRO LIBRARIES RESPONDING TO QUESTIONNAIRE

Number of Serial Titles in Type of Library



Type of Library Key:

Academic:

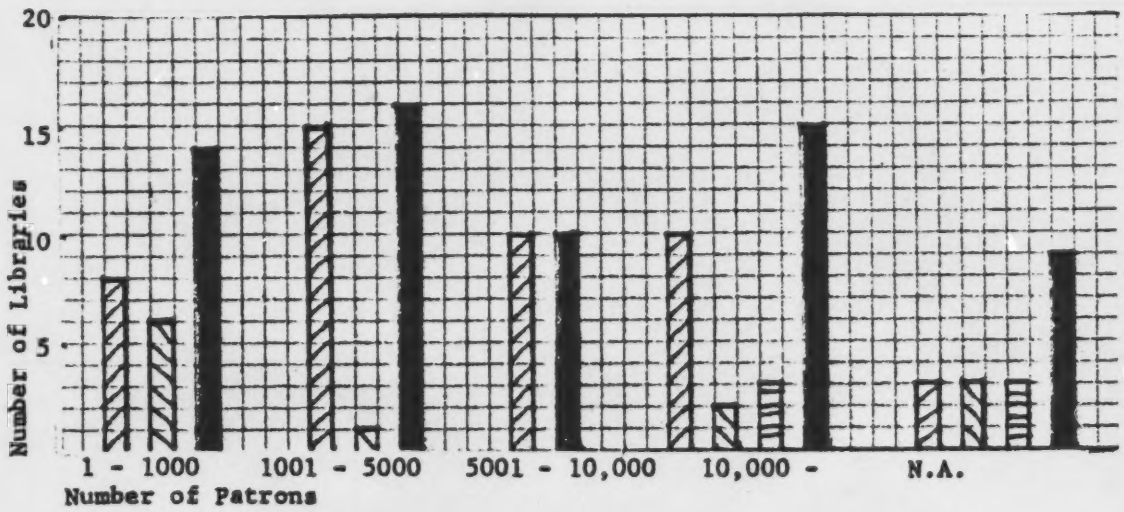
Special:

Public:

All types:

PROFILE OF METRO LIBRARIES RESPONDING TO QUESTIONNAIRE

Number of Patrons served by Type of Library



Type of Library Key:

Academic:

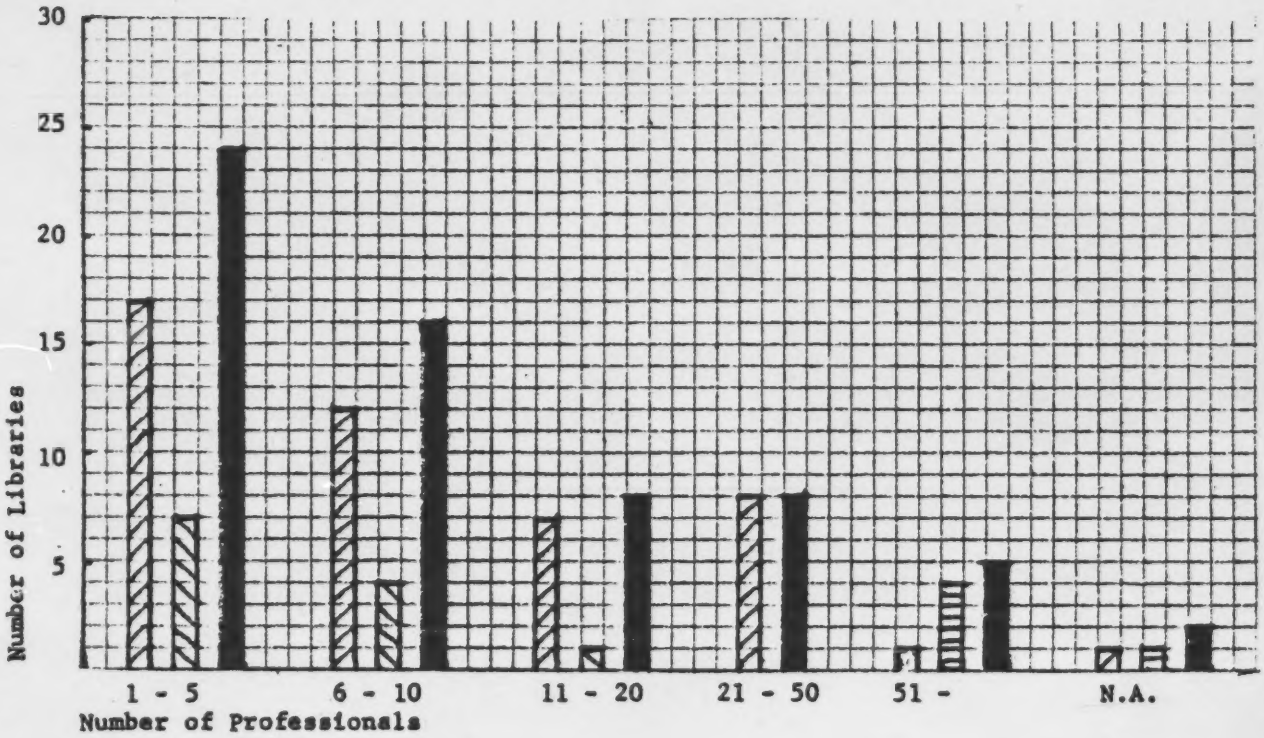
Special:

Public:

All types:

PROFILE OF METRO LIBRARIES RESPONDING TO QUESTIONNAIRE

Number of Professionals employed by Type of Library



Type of Library Key:

Academic:

Special:

Public:

All types:

C. PROFILE OF INTERLIBRARY BORROWING IN METRO REGION

1. Interlibrary Borrowing as Reported in METRO Questionnaire

The 63 METRO members who responded to the questionnaire and who are located in New York State varied widely in the number of requests for interlibrary loans they processed each year. However, when added together the totals are significant and indicate a picture of heavy interlibrary loan traffic.

The total number of borrowing requests generated by the responding libraries during the past three years are:

1980: 87,936 requests with 54 libraries responding
1979: 81,517 requests with 52 libraries responding
1978: 75,630 requests with 47 libraries responding

The Task Force was interested to learn if there were an increase in the number of interlibrary borrowing requests processed by the reporting libraries over the three years 1978-80. In order to ascertain this they looked at figures from the 47 responding libraries who had statistics available for all three years. With the same 47 libraries reporting the number of interlibrary requests for each of the three years the totals are as follows:

Year	No. of interlibrary borrowing requests	% of increase from previous year
1980	83,934	7.5%
1979	78,078	3.2%
1978	75,630	

A steady increase is seen in each of the years and, over the three year period, there was a 9.6% increase in the number of interlibrary borrowing requests generated by the 47 responding libraries. No explanations were made, nor were they requested by the questionnaire, to account for the increase. Likewise, no speculations were offered as to the probability of this rate of increase continuing in future years. Although the reports of several libraries show decreased interlibrary borrowing over the three year period, over all there is an increase, and that fact is important. The sample of libraries studied confirms the conjecture of many librarians: that libraries are having to depend on one another more frequently to provide needed materials to their own patrons.

Listed below are the responding libraries ranked in order of heaviest to lightest interlibrary borrowers based on their 1980 totals:

	Interlibrary Loan Requests to borrow:		
Library	1980	1979	1978
Westchester L.System (9)	35,502	32,237	32,222
NYPL, Branches	11,213	6,640	6,261
New York University	5,233	4,864	3,237
Columbia University	4,873	5,160	5,085
Queens Borough Public lib	3,550	7,100	7,800
Cornell U. Medical Ctr.	3,101	2,625	2,781
Queens College, CUNY	2,455	2,491	2,431
City College, CUNY	1,802	1,940	n.a.
Graduate Ctr., CUNY	1,288	1,170	1,248
NYPL, Research	1,283	1,003	1,156
Rockefeller Foundation	1,269	.949	852
Hunter College, CUNY	1,140	1,623	1,536
Sarah Lawrence College	924	689	765
Brooklyn Public Library	879	447	330
College at Purchase, SUNY	795	799	534
St. John's University	780	718	935
Equitable Life Assurance	726	397	n.a.
Polytechnic Institute	724	1,279	1,257
Westchester Community C.	721	742	704
Brooklyn College, CUNY	694	1,109	1,564
Iona College	682	521	n.a.
Baruch College, CUNY	679	674	573
Mercy College	660	369	210
Am. Museum of Natural Hist.	637	448	394
York College, CUNY	623	472	398
Lehman College, CUNY	561	531	401
College of Optometry, SUNY	516	283	301
New School	492	132	113
College of New Rochelle	474	424	400
Teachers College	454	551	n.a.
Fordham University	345	261	265
New York Botanical Gardens	329	232	300
Ford Foundation	300	n.a.	n.a.
Kings College	293	320	388
Queensborough Community,CUNY	263	334	357
Marymount College	235	199	226
Pace Univ., White Plains	215	232	133

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(9) The public library systems reported differently: Westchester Library System and Queens Borough Public Library reported requests to borrow from member library to member library, and from branch to branch, as well as requests to borrow from outside the system. The New York Public Library Branch System and the Brooklyn Public Library reported only the number of requests to borrow from outside the system.

Wagner College	190	218	210
Kingsborough Community C.	182	190	246
Col. of Staten Island, CUNY	141	281	371
L.I.U., Brooklyn Center	125	318	203
John Jay College, CUNY	105	75	45
Medger Evers, CUNY	75	76	80
Yeshiva University	66	19	9
Manhattan College	65	56	61
Metropolitan Museum of Art	62	126	90
Pratt Institute	52	36	23
Pace University,	47	45	38
Bank Street College	37	33	41
Cooper Union	35	30	n.a.
Union Theological Seminary	26	26	44
N.Y. Institute of Theology	10	15	10
Huntington Free	4	8	2
Postgraduate Cntr.M. Health	3	n.a.	n.a.
Amer. Acad. of Dramatic Arts	n.a.	n.a.	n.a.
Catalyst	n.a.	n.a.	n.a.
Council on Foreign Relations	n.a.	n.a.	n.a.
Engineering Society	n.a.	n.a.	n.a.
Katharine Gibbs	n.a.	n.a.	n.a.
Newsweek	n.a.	n.a.	n.a.
Population Council	n.a.	n.a.	n.a.
St. Francis College	n.a.	n.a.	n.a.
St. Joseph's College	n.a.	n.a.	n.a.

Since the METRO Task Force focused on interlibrary loan traffic as it interfaces with the New York State Interlibrary Loan System (NYSILL) the questionnaire asked the libraries to state the number of ILL requests sent through NYSILL. The survey showed that total NYSILL requests for each of the past three years were as follows:

1980: 12,558 NYSILL requests with 40 libraries reporting
1979: 9,845 NYSILL requests with 41 libraries reporting
1978: 10,432 NYSILL requests with 34 libraries reporting

Looking at the raw scores given above one notes a 20% increase in the number of requests submitted to NYSILL by the reporting METRO member libraries. Adjusting the raw scores so that the total reflects input from the same 34 libraries in each of the three years the outcome is:

Year	No. of requests submitted to NYSILL by 34 METRO libraries	% of increase to previous year
1980:	12,007	26%
1979:	9,522	-9%
1978:	10,432	

With the totals adjusted to reflect input from the 34 libraries reporting use of NYSILL during each of the three years there is an overall increase of 15% for the three year period. This growth is substantial and if it continues at the same rate it will put a heavier and heavier burden on NYSILL.

Listed below are the responding libraries ranked in order of heaviest to lightest NYSILL requestors based on their 1980 totals:

Library	Interlibrary Loan Requests to borrow: 1980	1979	1978
N.Y.P.L., Branches	3735	1039	948
Westchester Library System	3373	3178	3804
Queens College, CUNY	1260	1315	1181
New York University	489	571	833
Baruch College, CUNY	375	425	415
Iona College	354	229	n.a.
Am. Museum of Natural Hist.	317	158	113
Columbia University	244	258	254
St. John's University	232	316	287
Polytechnic Institute	220	270	453
Wagner College	185	208	201
Kingsborough Community,CUNY	182	190	246
Hunter College, CUNY	180	120	100
College of New Rochelle	158	87	109
Fordham University	150	150	150
Lehman College, CUNY	115	120	91
Graduate Center, CUNY	112	111	182
Westchester Community C.	99	214	87
Teachers College	90	70	n.a.
N.Y.P.L.,Research	88	66	35
Yeshiva University	66	19	9
Brooklyn College, CUNY	64	260	294
Sarah Lawrence College	64	58	64
Population Council	50	50	50
Rockefeller Foundation	45	n.a.	n.a.
L.I.U., Brooklyn Center	44	21	140
Manhattan College	36	41	56
Queensborough Comm., CUNY	35	62	62
New York Botanical Garden	33	23	30
Kings College	32	72	81
Cornell U., Medical Cntr.	27	4	n.a.
Ford Foundation	25	n.a.	n.a.
Pace Univ., White Plains	22	31	6
City College, CUNY	15	15	15
Col. of Staten Island,CUNY	15	48	64

Equitable Life Assurance	10	20	n.a.
Queens Borough Public Lib.	10	9	7
Pace University, N.Y.C.	6	2	0
Pratt Institute	2	2	2
Brooklyn Public Lib.	1	0	0
Cooper Union	0	0	n.a.
Medgar Evers College, CUNY	0	4	5
New School	0	5	53
Bank Street College	n.a.	3	5
St. Francis College	0	1	0
Union Theological Seminary	0	0	0
York College, CUNY	0	0	0
Amer. Acad. of Dram. Arts	n.a.	n.a.	n.a.
Catalyst	n.a.	n.a.	n.a.
College of Optometry,SUNY	n.a.	n.a.	n.a.
College of Purchase,SUNY	n.a.	n.a.	n.a.
Council on Foreign Rel.	n.a.	n.a.	n.a.
Engineering Society	n.a.	n.a.	n.a.
Huntington Free	n.a.	n.a.	n.a.
John Jay College, CUNY	n.a.	n.a.	n.a.
Katharine Gibbs	n.a.	n.a.	n.a.
Marymount College	n.a.	n.a.	n.a.
Mercy College	n.a.	n.a.	n.a.
Metropolitan Mus. of Art	n.a.	n.a.	n.a.
N.Y. Inst. of Technology	n.a.	n.a.	n.a.
Newsweek	n.a.	n.a.	n.a.
Postgraduate Ctr.M.Health	n.a.	n.a.	n.a.
St.Joseph's College	n.a.	n.a.	n.a.

Comparing the total number of ILL requests to the total number submitted to NYSILL one sees that NYSILL is used for approximately 14% of the interlibrary borrowing requests sent by the METRO libraries responding to the questionnaire.

Year	Total ILL	Total NYSILL	Percent of NYSILL to Total ILL
1980	87,936	12,558	14.28%
1979	81,517	9,845	12.07%
1978	75,630	10,432	13.79%

Below is the list of responding libraries, in order of heaviest to lightest NYSILL users, showing the extent of their 1980 NYSILL use as compared to their total interlibrary borrowing requests.

Library	Total Requests to NYSILL 1980	Total ILL Requests 1980	Percent of NYSILL to Total ILL
N.Y.P.L. Branches	3735	11,213	33%
Westchester Library.System	3373	35,503	9.5%
Queens College, CUNY	1260	2,455	51%
New York University	489	5,233	9%
Baruch College, CUNY	375	679	55%
Iona College	354	682	52%
Am. Museum of Natural Hist.	317	637	50%
Columbia University	244	4,873	5%
St. John's University	232	780	30%
Polytechnic Institute	220	724	30%
Wagner College	185	190	97%
Kingsborough Community,CUNY	182	182	100%
Hunter College, CUNY	180	1,140	16%
College of New Rochelle	158	474	33%
Fordham University	150	345	43%
Lehman College, CUNY	115	561	21%
Graduate Center, CUNY	112	1,288	9%
Westchester Community	99	721	14%
Teachers College	90	454	20%
N.Y.P.L., Research	88	1,283	7%
Yeshiva University	66	66	100%
Brooklyn College, CUNY	64	694	9%
Sarah Lawrence College	64	924	7%
Population Council	50	n.a.	n.a.
Rockefeller Foundation	45	1,269	4%
L.I.U., Brooklyn Center	44	125	35%
Manhattan College	36	65	55%
Queensborough Community,CUNY	35	263	13%
New York Botanical Garden	33	329	10%
Kings College	32	293	11%
Cornell U.,Medical Center	27	3,101	1%
Ford Foundation	25	300	8%
Pace Univ., White Plains	22	215	10%
City College, CUNY	15	1,802	1%
Coll. of Staten Island,CUNY	15	141	11%
Equitable Life Assurance	10	726	1%
Queensborough Public Lib.	10	3,550	.3%
Pace University	6	47	13%
Pratt Institute	2	52	4%
Brooklyn Public Library	1	879	.1%

Cooper Union	0	35
Medger Evers Coll.,CUNY	0	75
New School	0	492
St. Francis College	0	n.a.
Union Theological Seminary	0	27
York College, CUNY	0	623
Amer. Acad. of Dram. Arts	n.a.	n.a.
Bank Street College	n.a.	37
Catalyst	n.a.	n.a.
College. of Optometry,SUNY	n.a.	516
College. of Purchase, SUNY	n.a.	795
Council on Foreign Relations	n.a.	n.a.
Engineering Society	n.a.	n.a.
Huntington Free	n.a.	n.a.
John Jay College, CUNY	n.a.	n.a.
Katharine Gibbs	n.a.	n.a.
Marymount College	n.a.	n.a.
Mercy College	n.a.	n.a.
Metro. Museum of Art	n.a.	n.a.
New York Institute of Tech.	n.a.	n.a.
Newsweek	n.a.	n.a.
Postgraduate Cntr. M. Health	n.a.	n.a.
St. Joseph's College	n.a.	n.a.

The questionnaire also asked for the library to break down its total NYSILL requests by type; that is, distinguishing between requests for serials and for monographs. Less than half of the libraries, 30 in all, were able to make that distinciton but for those that did a pattern emerged. For academic libraries the majority of requests submitted to NYSILL (60%-80%) were for serials. But for public libraries almost all of the NYSILL requests (85% to 100%) were for monographs.

2. Major Sources Used to Locate Materials

In the questionnaire, libraries were queried as to the major location sources they use routinely as they seek materials to borrow for their patrons. The widest variety of tools to locate and borrow monographs and serials were reported by the larger libraries. Smaller libraries used fewer resources, although whether this was because of more limited interlibrary borrowing needs or because of limited reference tools could not be determined.

Many sources to locate materials locally seem to be little used. In fact, many libraries would appear to be unaware of the existence of various local union lists. Some of these lists have been produced by library consortia or organizations, but their use is not necessarily limited to their membership.

RLIN use was limited to larger libraries or those that are part of a larger system. Thirty-nine out of 63 libraries, a total of 62% of the responding libraries, were using OCLC; more than might have been anticipated. Again, OCLC was largely used by medium-sized and large libraries, rather than the smaller ones. Heavy dependence on NYSILL for both serials and monographs was evident. When standard sources fail to provide a location, the LOCATOR function of the CARES service was reported used by 15 (24%) of the 63 responding libraries.

Below is the list of location sources ranked from most used to least used as reported by the 63 responding libraries.

Location Sources	No. of Libraries Reporting Use	
National Union Catalog, Union List of Serials, New Serial Titles, etc.		49
OCLC		39
Library of Congress, Union Catalog Referral Unit or National Referral Center		16
CARES		15
RLIN		5
Other		29
Call other libraries	6	
Westchester Union List of Serials	7	
Union Catalog of Medical Periodicals	5	
Westchester Union Catalog	5	
Academic Libraries of Brooklyn	3	
Special Library Association, New York Chapter Union List	3	

3. Methods of Sending Interlibrary Loan Requests

An examination of modes used to send interlibrary loan requests showed that mail was the most used, followed by telephone. Messenger, delivery system, and hand-carried requests were the least used. Libraries with the smallest professional staff used the telephone more often than larger libraries. Seventeen libraries (27%) used computer terminals to send interlibrary loan requests.

Comparison of sending modes with type of library:

Type of Library	Mail	Tele-phone	Tele-type	Computer Terminal	Messenger /Delivery	Patron Carried ILL
Academic (46)	44	22	14	15	8	1
Public (5)	4	1	5	1	1	
Special (12)	9	6	3	1	3	
Total (63)	57	29	22	17	12	1

Comparison of sending modes with size of professional staff:

Number of Professionals	Mail	Tele-phone	Tele-type	Computer Terminal	Messenger /Delivery	Patron Carried ILL req.
1-5 (24)	23	15	3	4	5	0
6-10 (16)	15	6	3	3	4	1
11-20 (8)	7	2	3	3	1	0
21-50 (8)	6	5	7	2	1	0
51+ (6)	5	0	5	3	0	0

4. Use of Interlibrary Loan Networks by METRO Libraries

An examination of the libraries reporting use of various networks besides NYSILL indicates that OCLC-ILL subsystem is used primarily by libraries with medium size collections. Academic libraries are more apt to use OCLC than are special libraries. Research Libraries Group libraries use RLG frequently and never use OCLC. Special libraries use OCLC and British Library Lending Division occasionally and Medical Library Center often.

New York Public Library, Research Libraries, the only public library that reported its use of various networks, uses RLG and CRL frequently and BLLD occasionally.

No public library reported use of OCLC or the Medical Library Center. No special library reported use of RLG or the Center for Research Libraries (CRL).

Types of libraries reporting frequent or occasional use of each network:

Type of Library	OCLC-ILL Subsytem	RLG	Center for Research Lib.	Med.Lib. Ctr/NY	Br.Lib. Lend.Div
Academic	14	7	8	7	5
Public	0	1	1	0	1
Special	3	0	0	3	3

5. Use of OCLC-ILL Subsystem by Two METRO Libraries

The Task Force asked two libraries, Queens College, CUNY, and College of Purchase - SUNY to report statistics on the effects of their use of the interlibrary loan subsystem of OCLC on their interlibrary loan traffic in general and NYSILL in particular.

Queens College Library began use of the OCLC-ILL subsystem in July 1979 when they used it for 34 of their 255 ILL requests, or 17% of the total for that month. In July, 1981, two years later, they submitted 68 or 23% of their 299 requests through OCLC. There was not, however, a steady, progressive increase in OCLC use during that period.

From January to December 1980, Queens College transmitted 470 requests via the OCLC/ILL Subsystem and 1185 requests via NYSILL.(10) The percentage of OCLC requests increased from 11% to 20% of all requests for interlibrary loan including NYSILL, OCLC, mail, TWX and phone (2,591). The percentage of NYSILL requests for Queens College during this period ranged from a low of 30% to a high of 57% of all Queens College requests transmitted during this period, but here the percentage fluctuated so that it is not clear whether OCLC use had any great impact. However, there was a decrease from 44% in January 1980 to 41% in December 1980. The average percentage of OCLC requests during this period was 18.58%. The average percentage of NYSILL during this period was 42.83%.

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(10) This number, 1185, excludes the requests submitted to Queens by other CUNY libraries for which Queens serves as the NYSILL transmission site.

For the nine month period from January 1981 to September 1981 Queens College transmitted 406 requests via the OCLC-ILL Subsystem and 725 requests via NYSILL. The OCLC percentages range from 17% to 24% of the total (1977) but not in a sequential progression. During the same period, NYSILL percentages of the total ranged from 33% to 45% of the total. The average percentage of NYSILL during this period was 36.44%.

If one compares the averages of the first period with those of the second period, there is an increased use of OCLC of 2% and a decreased use of NYSILL of 6%. OCLC use averages approximately 20% during the entire period covered (January 1980 through September 1981) while NYSILL use averages 39.64%.

It is important to mention that the Interlibrary Loan Department at Queens College is permitted only one hour per day at the OCLC terminal which is used primarily for cataloging purposes. Frequently, this hour is sufficient only to permit the generation and printing of the message file. For example, on October 14, 1981 there were 32 requests for interlibrary loan to Queens from other OCLC libraries. Queens staff was unable to request any ILL's on this day because the entire hour was used to print requests to them. When the expected OCLC terminal is installed in the ILL office, Queens staff projects a tremendous increase in use of OCLC and a consequent decrease in use of NYSILL, since turnaround time is so much better with OCLC. In addition, much typing, paperwork and recordkeeping will be eliminated.

The pattern of use of the OCLC-ILL subsystem by the SUNY College at Purchase Library for a similar time period is slightly different from that of Queens College. In June 1979 SUNY College at Purchase used the OCLC-ILL subsystem for a total of 18 interlibrary loan requests. This amounts to 33% of the total number (55) of interlibrary loan requests for that month. In June 1981 23 or 35% of their total (66) requests were sent through the OCLC-ILL subsystem. This comparison shows only a slight increase in use during the two-year period. There has been no overall pattern of increase or decrease in their use of the OCLC-ILL subsystem for this period. Use ranges from a high of 67% and a low of 22% with an average of 40% of their total interlibrary loan requests transmitted via OCLC.

From January to December 1980, SUNY Purchase transmitted 310 requests via OCLC and 209 requests via NYSILL. This amounts to 42% transmitted through OCLC and 28% through NYSILL. NYSILL use ranged from a high of 36% in April, 1980 to a low of 20% in February, 1980. Decrease in the use of NYSILL for this period amounted to 10% with 33% of SUNY College at Purchase transmitted through NYSILL in January 1980 to 23% sent through NYSILL in December 1980.

For the period of January 1981 to June 1981, the SUNY College at Purchase Library transmitted 125 requests via OCLC and 130 requests via NYSILL. This amounts to 31% of their requests sent via NYSILL and 29% transmitted through OCLC. NYSILL use for this period ranged from a high of 47% in April 1981 to a low of 12% in February 1981. There was a increase in the use of the NYSILL system by the SUNY Purchase Library from 26% in January 1981 to 33% in June 1981.

For the entire two-year period, the OCLC-ILL subsystem was used by the SUNY College at Purchase Library to transmit 40% of its total interlibrary loan requests and the NYSILL system was used to send 29% of the requests.

Overall, the use of the OCLC subsystem by the SUNY College at Purchase Library has remained almost the same from June 1979 to June 1981. Use of NYSILL by this library showed a decline throughout 1980 but an increase during the first half of 1981.(11)

The OCLC-ILL subsystem, while paralleling the work of the NYSILL network in many respects, will not replace the use of NYSILL even at those institutions which are heavy users of the OCLC-ILL subsystem. NYSILL will continue to be used frequently by these libraries for borrowing older materials for which locations are not available in the OCLC database, for referral on a subject basis when exact locations are unknown, and for requesting specialized materials available only from the NYSILL referral sites. The absence of borrowing fees in the NYSILL system is a further incentive for use by libraries who may also use the OCLC-ILL subsystem. It is expected that both OCLC and NYSILL networks will continue to play a strong role in interlibrary loan for those libraries who have access to them.

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(11) The totals used for requests transmitted to the New York State Library and the NYSILL network for 1979 and 1980 may be slightly higher than the actual totals. A change in statistical recording for 1981 has allowed actual figures to be used for that year.

6. Comparison of Turnaround Time in Networks

In addition to querying the METRO libraries regarding turnaround time, or the average time from the day the request leaves the library to the day the answer is received in the NYSILL network, the Task Force inquired about turnaround time for OCLC-ILL subsystem, the Research Libraries Group (RLG), the Center for Research Libraries (CRL), the Medical Library Center (MLC) and the British Library, Lending Division (BLLD). Of the 63 libraries returning the questionnaire, 50 (79%) of the total reported turnaround time for NYSILL. Eighteen (29%) reported on this factor for OCLC, nine (14%) for RLG. Ten libraries reported turnaround time for CRL, ten for MLC and eleven (17%) for BLLD.

In spring 1981, eleven METRO academic and special libraries were added to the NYSILL address file under the public library system to which they geographically relate; that is the Brooklyn Public Library and the Branch Libraries of the New York Public Library. Through INTERSHARE contractual agreement these two public libraries began NYSILL transmission for METRO libraries who formerly sent NYSILL requests via mail. The eleven using the new service include those who responded on the questionnaire with most dissatisfaction to the slowness of entering NYSILL by mail. One library, Fordham University, informally reported in July 1981 that NYPL's transmission of their NYSILL requests had cut turnaround time from six to two weeks. If the libraries were to be queried again, at the time of the writing of this report, as to NYSILL turnaround time there would be improvement reflected for those eleven libraries.

The chart below gives a quick picture of the major networks and their turnaround time as reported by the libraries.

Network	No. libraries reporting use		Reported turnaround time in weeks 1		2		3		4		over 4		Time not given	
NYSILL	50	79%	4	8%	8	16%	19	38%	12	24%	2	4%	5	10%
OCLC	18	29%	3	17%	8	44%	2	11%	0				5	28%
RLG	9	14%	1	11%	4	44%	2	22%	1	11%	0		1	11%
CRL	9	14%	1	10%	2	20%	2	20%	1	10%	2	20%	2	20%
MLC	10	16%	5	50%	2	20%	1	10%	0		1	10%	1	10%
BLLD	11	17%	0		2	18%	3	27%	4	36%	2	18%	0	

If one assumes that fast turnaround time is the desired state of affairs then this comparison shows that the Medical Library Center, with 70% of the reporting libraries claiming 2 weeks or less turnaround time, comes closest of all the major networks to achieving the goal. MLC is followed by OCLC-ILL subsystem for which 61% of the libraries reporting its use say that it meets their needs in two weeks or less. In RLG 55% of the member libraries report two-week turnaround time.The Center for Research Libraries is reported by 30% of the libraries to respond in two weeks and NYSILL by 24% and BLLD by 18% to respond in two weeks.

For NYSILL the biggest share of the libraries, 38%, reported three week turnaround time with 24% reporting two weeks or less and 28% reporting more than three weeks. Three libraries offered the comment that when materials were provided by the State Library they arrived much quicker than if the requests had to be forwarded to the referral libraries.

As might be expected the reported turnaround time for the Center for Research Libraries varied widely from five days to five months. This is not surprising because CRL is committed to filling certain requests even if the material has to be purchased, as, for example, in the case of foreign dissertations.

It is also not surprising that the British Library, Lending Division has the over all slowest turnaround time. Obviously the distance and international borders result in additional time comsumption.

In the "other" section two libraries reported that the Foundation Consortium frequently provides one to three day turnaround time.

7. Reported Costs of Interlibrary Borrowing

Of the 63 libraries responding to the question on interlibrary loan costs, 39 or 62% had no estimate of what a request for an interlibrary loan cost them. Of the 24 (38%) who did have a cost estimate, only four had based their figures on an actual cost study. Seventeen libraries estimated labor, postage, supplies, or similar factors to arrive at a cost figure. Three based their cost only on OCLC-ILL subsytem time. Twelve of the 24 estimates fell between $1.00 and $5.00 which would seem unrealistically low.

Costs of interlibrary borrowing by type of library:

Type of Library	Number Responding	Range of cost estimates in dollars 1-5	5-10	10-15	15-20	20-25	25-30	Total libraries estimating	No est. given
Academic	46	8	4	5	2	0	0	19	27
Special	12	2	0	0	0	0	1	3	9
Public	5	2	0	0	0	0	0	2	3
Totals	63	12	4	5	2	0	1	24	39

Among the academic libraries, thirteen based their cost estimates on salaries, supplies, postage, etc. Three estimates reflected solely the cost of each request put through the OCLC-ILL subsystem without regard to in-house library expenses that support that transaction. Another three, however, did base their estimates on rather comprehensive cost analyses.

Of the three special libraries who ventured to answer this question, all of them tried to calculate salaries, supplies, postage, etc. One public library did likewise, and the other based its estimate on an actual cost study.

The inability of so many libraries (62%) to state a per-request cost for interlibrary borrowing may reflect the long-held attitude among libraries that interlibrary loan services should be a part of the basic library service rendered to patrons. Only in recent years when costs to provide any service have risen dramatically, as have costs of library materials, has interlibrary loan begun to be considered an expensive, albeit necessary, service. By the same token, interlibrary loan requests have increased as libraries are learning to share resources rather than to collect comprehensively.

Costs of interlibrary borrowing compared with size of collections:

No. of Volumes	Range of cost estimates in dollars 1-5	5-10	10-15	15-20	20-25	25-30	Total no. libraries estimating	No estimate given
0-10,000	0	0	0	0	0	0	0	7
10,001-100,000	1	1	0	0	0	1	3	10
100,001-250,000	4	3	1	0	0	0	8	15
250,001-500,000	5	0	1	0	0	0	6	1
500,001-1,000,000	0	1	2	1	0	0	4	1
1,000,000 +	2	0	0	1	0	0	3	5
Totals	12	5	4	2	0	1	24	39

D. CLOSER LOOK AT NEW YORK STATE INTERLIBRARY LOAN (NYSILL) AND METRO REGION LIBRARIES

1. Selected Statistics From NYSILL Headquarters in ALBANY

Information was collected in Albany regarding the interlibrary loan requests that were sent from NYSILL transmission sites during two quarters: October - December 1980 and January - March 1981.

In the NYSILL network during the sample period October - December 1980 a total of 3249 requests were received by the State Library in Albany from the METRO area NYSILL transmission sites. Of these, 1181 requests (36%) were filled by the New York State Library and 936 (29%) were referred to the twelve contract libraries throughout the State. The remaining 1132 or (35%) were unfillable by the State Library and ineligible to be referred to contract libraries.(12)

The statistics from the following quarter, January - March 1981, fall into a similar pattern. Slightly more, 3724 requests, were received by the State Library in Albany from the METRO area transmission sites. Twelve hundred fifty-one, or 34%, were filled by the State Library, and 1154 (31%) were referred to the contract libraries. This left 1319 (35%) unfilled by the State Library and ineligible to be referred to the contract libraries.

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(12) "NYSILL requests are ineligible to be referred beyond the State Library if they are made for persons under 18 years of age or for inmates of mental or penal institutions. They are also ineligible for referral if they are for any of the following types of material: fiction (unless for research), textbooks, current year imprints, material in popular demand, non-research materials such as cookbooks and hobby materials, reference works, genealogy, rare books, children's books, multi-volume sets, restricted materials and paperbacks.

Quarter	No. Telex Requests to Albany	No. Filled by NYS Library	% of Total	No. Ref. to Contr. Libraries	% total	No. Inelig.	% total
Oct-Dec 1980	3249	1181	36%	936	29%	1132	35%
Jan-Mar 1981	3724	1251	34%	1154	31%	1319	35%

During the October - December 1980 quarter 551 (59%) of the 936 referred requests were filled by the contract libraries and the overall fill rate for all requests submitted by METRO transmission sites was 53%. During the following quarter 562 (49%), of the 1154 referred requests were filled by the contract libraries and the overall fill rate for all requests submitted by METRO transmission sites was 49%.

Quarter	No. Telex Requests to Albany	No. Filled by NYS Library	% of Total	No. Filled by Contract Libraries	% of Total	Total Filled	% of Total
Oct-Dec 1980	3249	1181	36%	551	17%	1732	53%
Jan-Mar 1981	3724	1251	34%	562	15%	1813	49%

As a matter of interest, the Task Force divided NYSILL activity into requests for monographs and requests for serials. In both quarters the State Library supplied more monographs than serials and the reverse held true for the referrals libraries. In October-December 1980 the State Library supplied 709 monographs and 472 serials. In January-March 1981 it supplied 844 monographs and 407 serials. The referral libraries supplied 320 serials and 231 monographs in October-December 1980 and in January-March 1981 they supplied 308 serials and 254 monographs.

The State Library receives NYSILL requests by mail as well as by telecommunication and those requests received by mail had to be hand sorted for the sake of the Task Force study.

Sample months of March and April 1981 were chosen as being somewhat representative. Requests received via mail for that period were sorted by zip code; those being sent by New York City or Westchester Libraries were counted separately.

During March, 257 requests were received in Albany via mail from METRO region libraries and in April 243 requests were received. They were sent by academic, special, medical and public libraries.

Of the 257 requests received in March, 53 were for monographs and 204 serials. The State Library filled 191 requests or 74% and referred 37 or 14% to the referral libraries.

In April the 243 requests broke down to 37 for mongraphs and 206 for serials. The State Library filled 194 (80%) and referred 45 (18%) requests.

Month	No. Mail Requests To Albauy	No. Filled by NYS Lib.	% of Total	Number Ref. to Contract Libraries	% of Total	No. Inelig.	% of Total
March 1981	257	191	74%	37	14%	29	11%
April 1981	243	194	80%	45	18%	4	2%

It is interesting to note that the mail requests are primarily for serials and that the State Library fill rate is much higher for mail requests than it is for those received by telecommunications. There were also proportionately many fewer requests that were ineligible to be referred to contract libraries. Of the requests received from transmission sites 35% were unfilled and ineligible to be referred as compared with 11% and 2% of the mail requests received in March and April respectively.

Unfortunately follow-through was not able to be made on those mail requests referred so the Task Force was not able to determine how many eventually found their way back to the METRO area.

2. METRO region requests going through Albany and returning to NYSILL Referral Libraries in New York City

In determining how many NYSILL requests originating in the New York City area are returned to the area to be filled, the Task Force noted the following data:

a. The 63 METRO members responding to the Task Force questionnaire showed frequent or occasional use of the New York State Library and NYSILL referral libraries, particularly those in New York City.

b. The sample data supplied by the New York State Library shows that 62% of the METRO region NYSILL transmission site requests that continue on to be filled by referral libraries are ultimately filled by the nine New York City NYSILL referral libraries.

c. Nearly half of the METRO libraries responding to the questionnaire report use of one or more New York City NYSILL referral libraries without entering NYSILL.

In the questionnaire librarians were asked to make an estimate of how often their NYSILL requests are filled by each NYSILL Referral Library. On a checklist they were asked to indicate next to the name of each referral library whether that library provided material for them frequently, occasionally or never. Of the 63 responding libraries seven chose not to answer this question. But the 56 who did answer it confirm a perception of the "New York City to Albany to New York City loop" that has been discussed by librarians for years.

NYSILL Referral Library	NYC Libraries Claiming Frequent use		Occasional Use	
American Museum of Natural History	4		19	
Brooklyn Public Library	1		19	
Columbia University	13		20	
Engineering Society	1		20	
New York Academy of Med.	9		24	
New York Public Library, Research Libraries	12		16	
New York University	6		17	
Teachers College	2		24	
Union Theological Seminary	1		25	
Subtotal		49		189
Buffalo & Erie County	2		19	
Cornell University	19		21	
Monroe County	0		7	
Subtotal		21		47
New York State Library		35		11
TOTAL		105		247

Thirty-five libraries reported frequent use of New York State Library and eleven more report its occasional use. This high number is logical since every request sent through NYSILL is first searched in the holdings of the New York State Library. Nineteen libraries report frequent use of Cornell University Library and 21 report occasional use of Cornell.

There are 49 reports of frequent use of the nine referral libraries located in New York City and 189 reports of occasional use of these neighboring libraries even though the reporting library must go through NYSILL to tap the resources of the referral libraries.

The New York State Library provided the Task Force with detailed breakdowns of the METRO region transmission site requests that passed through Albany and were eligible for referral to the contract libraries. The breakdown shows which referral libraries received the requests transmitted by each site and whether the requests were filled. Studying those charts the Task Force noted that 62% of the METRO region referred requests each quarter were filled by the nine New York City NYSILL referral libraries.

Quarter	Total No. Referred Requests	Requests Filled by Referral Libraries	% Filled	Requests Filled by NYC Referral Libraries	% of Total Filled	Requests Filled by Non-NYC Referral Libraries	% of Total Filled
Oct-Dec 1980	936	551	59%	344	62%	207	38%
Jan-Mar 1981	1154	562	49%	348	62%	214	38%

A more detailed breakdown was made of the referred requests for January through March 1981. For those requests the report codes were tallied from each NYSILL Referral Library. That quarter 1154 requests were referred and 562 were filled by the referral libraries. Of those filled, 348 or 62% were filled by the New York City referral libraries. Another 102 requests or 8% more were reported as being owned but not available for loan at that time. "Not available" for loan may mean the material never circulates, as in the case of rare or fragile materials, or it may be in circulation, on course reserve, or some other temporary

situation. This "owned but not available for loan" may mean the material is available for on-site use and that fact is particularly useful for these libraries located near the referral libraries. Therefore, 102 additional requests might have been "filled" had the patrons been notified that they could go to the referral library for on-site consultation.

The METRO questionnaire asked that each library list the NYSILL referral libraries used for interlibrary borrowing outside NYSILL and specify access procedures and fees. Of the 63 responding libraries, 28 (44%) answered that question and listed one or more referral libraries that they access outside the NYSILL network. The libraries were not asked to provide statistics regarding how many non-NYSILL requests are submitted to the referral libraries.

Following is a list of the NYSILL referral libraries that were reported used by 28 METRO libraries without going through NYSILL:

NYSILL Referral Library used outside NYSILL	Type of library reporting use: Academic	Special	Public	Total
American Museum of Natural History	2	4	0	6
Brooklyn Public	1	2	1	4
Columbia University	4	4	1	9
Engineering Society Libraries	2	1	0	3
New York Academy of Medicine	5	5	0	10
New York Public	4	2	1	7
New York University	5	1	1	7
Teachers College	2	2	1	5
Union Theological	3	1	1	5
Buffalo & Erie Country Public Lib.	1	0	0	1
Cornell University	5	0	1	6
Monroe County Library System	0	0	0	0
TOTALS	34	22	7	63

The methods of access to each referral library included use of standard interlibrary loan forms, telephone, and electronic message system. Several libraries stated that they maintained accounts with certain libraries to cover borrowing costs and others stated that they simply paid the per-request fee. The majority, though, said that they used the referral libraries outside NYSILL through another shared resources program, such as Research Libraries Group, Medical Library Center, or OCLC, or through an affiliation or consortium arrangement.

The Task Force speculated that more libraries might be tapping local resources if there were a free and efficient mechanism for doing so. Task Force members noted that local non-NYSILL borrowing activity may have diminished since several of the large referral libraries began charging to fill non-NYSILL requests.

3. Sample statistics of NYSILL requests received by three referral libraries in New York City

Staff of three NYSILL referral libraries: Columbia University, Teachers College, and the New York Public Libraries, surveyed NYSILL requests they received during a sample period of March and April 1981. The goal was to determine what percent of requests going through NYSILL/Albany originate in the METRO region. The sample period was chosen because it was the same time covered by the statistics gathered by the State Library for the Task Force and because it traditionally reflects a heavy traffic period in interlibrary loan activity. These particular NYSILL referral libraries were chosen because they had representatives on the Task Force.

In each library the number of requests received from NYSILL/Albany were counted and hand sorted by the library of origin. The results:

NYSILL Ref. Library	Number of NYSILL Requests received March, April 1981	No. of total req. originating in METRO area:	Percent of Total
Columbia University	1647	169	10.2%
Teachers College	382	67	17.5%
New York Public-Research	1973	166	8%
TOTALS	4002	402	10%

During the sample period approximately 10% of the requests received by the three NYSILL referral libraries had originated in the METRO area.

4. Response time for NYSILL Referral Libraries.

In the NYSILL study a calculation was made of the amount of time it took for a referral library to respond to a request once received. Looking at the time needed to respond to the 1154 requests referred during January - March 1981 one notes an average of 4.48 days per filled request. A slightly faster turnaround time was recorded for negative reports where the response time averaged 4.01 days per request. Responses from the nine referral libraries in the METRO area averaged 4.92 days for filled requests. Quicker turnaround time was maintained by the three upstate referral libraries who took an average of 3.58 days to respond.

It is important to note that the average response time of 4.48 days does not include the time it takes for the book or photocopied article to arrive at the requesting library. Shipping the material takes anywhere from seven to fourteen days depending on time needed for the lending library to retrieve the material and process it for shipping, and the unpredictable delays of the U.S. Postal Service.

5. Costs of NYSILL requests

The New York State Interlibrary Loan System (NYSILL), inaugurated in March 1967, is a tax-supported library service. All requests that are received in Albany are first searched against the holdings of the New York State Library. The Task Force was not able to learn what is the per-request cost to the State Library to support this service. Apparently the State Library accounting records are not broken down into NYSILL or non-NYSILL services.

Once requests are searched against the State Library holdings and are left unfilled, if they are "eligible," they are referred to either an area referral library or a subject referral library. There are three area referral libraries, each of them large public libraries: Brooklyn Public, Buffalo and Erie County Public, and Monroe County Public. The nine subject referral libraries are large privately funded libraries: American Museum of Natural History; Columbia University; Cornell University; Engineering Society; New York Academy of Medicine; New York Public, Research; New York University; Teachers College and Union Theological Seminary. Each of these subject referral libraries receives a predetermined amount of money annually to assist it in maintaining subject strength in those areas for which it has collecting responsibility. That amount differs with each library and the Task Force was unable to learn those sums.

To help cover the cost of service supporting the lending of materials, the referral libraries also receive per-request reimbursement. The area referral libraries receive $1 per request searched and the subject referral libraries receive $2.50 per request searched. All referral libraries receive $3.50 for each request they fill. A request filled with a photocopy of 1 - 12 exposures is reimbursed at $3.50 and if the request is filled with 13 - 24 exposures an additional $3.50 is paid to the library.

The Task Force sought to determine what this reimbursement totaled in a given period for those requests originating in METRO region libraries.

During the January-March 1981 quarter, 1154 requests were received from the METRO area transmission sites, were unfilled by the State Library and were eligible to be referred. The subject referral libraries handled 968 of them and were reimbursed $2465 collectively. The area referral libraries searched 168 and were paid $168.

Of the 1154 requests searched, 562 were filled by the referral libraries who were thus paid $3.50 each or $1,967. The total paid by NYSILL to the referral libraries to search and fill the 1154 METRO region requests for the January-March 1981 quarter was $4600. (Note: The 1154 referred requests do not include those requests sent from the METRO region via mail).

SAMPLE TIME PERIOD: January-March 1981

METRO region requests referred:	1154	
Requests referred to subject libraries:	986	
Reimbursed at $2.50 each:		$2465.
Requests referred to area libraries	168	
Reimbursed at $1. each:		168.
Requests filled:	562	
Reimbursed at $3.50 each:		1967.
Reimbursement:		$4600.

6. Rating of NYSILL by METRO libraries

In the questionnaire sent by the METRO Task Force libraries were asked to rate NYSILL service on a scale from excellent to poor. Of the 63 libraries reporting, thirteen libraries, eight academic and five special, did not respond to this question. Of those 50 who did, seven (14%) rated NYSILL excellent, 21 (43%) rated it good, fifteen (29%) satisfactory, four (8%) fair, three (6%) poor.

Of the 38 academic libraries reporting, seven (18%) rated the service excellent, sixteen (44%) good, eleven (28%) satisfactory, two (5%) fair, and two (5%) poor. Of the seven special libraries reporting, none rated NYSILL service excellent, three (43%) rated NYSILL service good, one (14%) satisfactory, two (29%) fair, and one (14%) rated it poor. Of the five public libraries reporting, two (40%) rated the service good and three (60%) rated it satisfactory.

Type of library	No. responding	Rating of NYSILL service: Excellent	Good	Satisfact.	Fair	Poor
Academic	38	7(18%)	16(44%)	11(28%)	2(5%)	2(5%)
Special	7	0	3(43%)	1(14%)	2(29%)	1(14%)
Public	5	0	2(40%)	3(60%)	0	0
Totals	50	7(14%)	21(43%)	15(29%)	4(8%)	3(6%)

7. Stated needs to improve NYSILL and interlibrary loan

A section of the questionnaire requested specific recommendations for improving the NYSILL system and its services. A ranking of the seven suggested improvements for NYSILL listed in the survey revealed the following order of importance:

a. Quicker turnaround time

b. More complete records of NYSILL referral libraries' serial holdings

c. More assistance by the New York State Library in citation verification

d. More complete records of NYSILL referral Libraries' monograph holdings

e. Less restrictive policies on lending current materials by referral libraries

f. Higher fill rate and up-to-date NYSILL users' manual.

An analysis of the needed improvements suggested by types of libraries responding revealed that all three types; academic, special and public; ranked "Quicker turnaround time" as the most needed improvement. However, the individual needs of the different library types were revealed in the various levels of importance given to the six remaining improvements.

Academic libraries voiced needs for assistance with citation verification and access to holdings information for NYSILL referral libraries. The diversity of interlibrary loan subject requests and heavier interlibrary loan traffic in academic institutions could have resulted in the high priority given to these improvements.

Special libraries did not emphasize a need for help in citation verification. Holdings information from NYSILL referral libraries was viewed as important by the responding special libraries, as was a higher fill rate. The esoteric and highly specialized subject needs of this library type are reflected in this stated need for accurate location information.

Public libraries revealed little concern with an improved fill rate, but emphasized their needs for an up-to-date users' manual, less restrictive policies on lending current materials and assistance from the State Library in citation verification. Holdings information was expressed as of medium importance to public library respondents.

When analyzed by size of library responding, the results of this survey section become even more diverse in stated needs. Again, however, "Quicker turnaround time" was ranked as most important by all sizes of libraries, except the largest two categories (500,001-1,000,000 volumes and 1,000,000=volumes). These largest libraries ranked "Quicker turnaround time" as their second choice in order of importance.

The two largest library collection size categories revealed needs that were markedly different from the other categories of libraries. The 500,001-1,000,000 volume libraries viewed less restrictive policies on lending current materials and more complete records of monograph holdings as their most important improvement. The 1,000,000 - category ranked an up-to-date NYSILL users' manual as number one and, after "Quicker turnaround time", records or monograph holdings of NYSILL referral libraries.

After turnaround time, the two smallest collection-size categories appeared to be most concerned with holdings information from NYSILL referral libraries. The two middle collection-size categories appeared to require more assistance in citation verification as well as more complete holdings information, especially serials holdings information.

Out of the 47 responses received to this question, sixteen stated that the priority given by NYSILL to teletype requests over mail requests was a problem for their library; 31 stated it was not a problem. Responses were similiar when answers were analyzed by type of library. Obviously, the majority of METRO member libraries have not had difficulty in adjusting to teletype transmittal of ILL requests in the NYSILL system because most of those responding have access to transmission sites.

A final question asked METRO libraries to name interlibrary loan networks or sources that they would like to have available to them. No specfic aids were listed so the responses were not dependent upon suggestions. Most libraries (42 out of 63) had no comment on the questions. But nine (43%) of the 21 who did comment expressed a desire for a METRO interlibrary loan network. A need for access to a medical/scientific interlibrary loan network was expressed by 24% or five out of 21 libraries. The Center for Research Libraries and the Research Libraries Group were each mentioned twice. Access to RLIN and access to legal information were each mentioned once.

E. THIRTEEN QUESTIONS OF THE CHARGE AND THEIR ANSWERS

Along with its charge, the Task Force was presented with a list of thirteen questions to consider during its deliberations. Listed below are the questions and brief answers based on the findings of the Task Force:

1. What is the annual amount of NYSILL interlibrary traffic originating in METRO-area libraries?

Approximately 16,400 interlibrary borrowing requests enter the NYSILL system from METRO region libraries each year. This average is based on statistics provided by NYSILL headquarters in Albany.

What is the average elapse time from the day the request leaves the library to the day an answer is received?

NYSILL calculates that once the State Library receives a request, a response is sent in approximately 4.5 to five days. If the request is unfilled and is eligible for referral it will average another 4.5 days for a response from the referral library. This totals approximately 9 days average response time for the network as a whole.

2. Is there a way to determine, by survey or sample, the magnitude of annual METRO-interlibrary loan traffic which does not go through NYSILL? Is this figure significant when added to the figure in item number one?

Approximately 86% of the interlibrary borrowing requests sent by reporting METRO libraries were sent outside NYSILL. In 1980, 54 METRO libraries reported sending 87,936 interlibrary loan requests.

3. What has been the effect upon NYSILL, if any, of the newly available OCLC-ILL subsystem?

At this time the use of OCLC-ILL subsystem has not made an observable effect on NYSILL when examined at two METRO libraries.

What has been the effect on ILL traffic among METRO area libraries (relates to item 2)?

One effect reported by two METRO libraries using the OCLC-ILL subsystem is that they are receiving more interlibrary loan requests from out-of-state libraries. Another reported effect is quicker response time, particularly where reciprocal agreements exist.

4. How much verification is done by NYSILL central staff for libraries which may lack adequate bibliographic tools?

Although reports from the State Library indicate that staff there do assist in verifying, the Task Force is not aware of exact cases in which that service was rendered to METRO libraries.

How could such verification be handled by a regional ILL operation?

A regional interlibrary loan system would handle verification at a central clearinghouse. All libraries, however, would be urged to verify as completely as possible before submitting their requests.

5. What would be the impact of a regional system upon NYSILL contract libraries located in New York City? These libraries now receive requests within certain subject areas, when the items in question are not located elsewhere. It is unlikely that these libraries would welcome, or could handle, a large increase in traffic.

If left unmonitored a regional interlibrary loan system would render the NYSILL referral libraries in New York City inundated with requests. For that reason the Task Force recommends the establishment of a central clearinghouse with access to all available location tools in order to ensure as much as possible the development of even lending and borrowing patterns. The clearinghouse will also send requests in good form and in batches to the lending library so that searching can be scheduled on a daily basis.

What should be the role of the contract libraries as members of a regional ILL system?

The NYSILL referral libraries will participate in the regional interlibrary loan system on a voluntary basis. Net lenders will be compensated at a level equal to the per-request amount paid to NYSILL referral libraries.

6. How should ILL requests be structured within the METRO region? A number of models, from tiered (NYSILL), to general access (OCLC), now exist. What safeguards within the region will prevent imbalances and contribute to speedy response time on the part of lending libraries?

Interlibrary borrowing requests within the region will all be channeled through a central clearinghouse and will be forwarded to lending libraries according to specific guidelines. All possible sending modes will be used and will depend upon the technology available at each library with the hope that the transmittal will be the most efficient type possible. Because of reasons discussed in item 5, a point-to-point interlibrary loan system, as in OCLC, is not possible.

7. Under the present sytem, contract libraries are reimbursed for NYSILL participation. Implementation of a regional system might well create new net lenders/borrowers, even beyond the existing contract libraries. Should the regional system include a provision for reimbursement, and if so, on what basis?

Records will be maintained in the central clearinghouse and all net lenders will be reimbursed on the same basis; i.e. for requests filled over and above the number of items borrowed, the net lender will receive $6 per request.

8. Given the existence of various on-line networks, especially OCLC, and of present union lists, etc., is there a need for additional regional data bases/union lists to support a METRO by-pass operation? If so, what type?

All existing data bases should be enhanced by retrospective conversion of older records. The most important additional data base/union list that is needed to support a regional interlibrary loan system is a union list of serials for all libraries in the region.

What is the significance of the fact that at least some present contract libraries are not members of OCLC?

Since the central clearinghouse will have access to RLIN and MILCS as well as to OCLC it will make little difference. Unfortunately there are several large libraries in the region who are not yet contributing their records to any data base.

9. Unless the projected regional system is a general access system (e.g OCLC-type), there will probably be some need for a central control point to handle routing, aid in verification, interact with NYSILL-central, etc. What should be the nature, resources, and staffing of such a center, and what would be the projected costs?

This question is answered in detail in the Conclusions and Recommendations section of this Report under "Description of regional interlibrary loan system."

10. Is library-to-library delivery part of a regional NYSILL-ILL system? If so, what form(s) should that delivery take, and what would be the cost: a) to the regional system or b) to the member libraries?

Yes, a delivery system is planned as part of the regional interlibrary loan system. Initially it will be built on the INTERSHARE delivery system which at this time does not pass on cost to the user libraries. Depending on state funding a user fee may have to be assessed in the future.

11. Assuming that certain funds are necessary to establish and support a METRO regional interlibrary loan system, from whence should these funds come? Grant funds? NYSILL central? Member dues? A combination of these?

This question is answered more fully in the section "Description of regional interlibrary loan system" under "Options for funding." Initially most money will come from State funds to METRO, possibly supplemented by grants from INTERSHARE and foundations.

12. A regional interlibrary loan system would vary in scope and traffic according to the access policies of its member libraries. How many interlibrary loan requests would be deflected by (for example) a subsidized METRO borrower referral program with more flexible guidelines than exist today?

The METRO Courtesy Card should be used as much as possible and patrons should be encouraged to use materials on-site at a neighboring library. The guidelines for using the METRO Courtesy Card are being studied by another METRO Task Force. That group has already determined that only two libraries, Columbia University and New York University, received referrals via the METRO Courtesy Card and returned the cards to the METRO office during 1979 and 1980. In 1979, Columbia handled 426 cards and NYU handled 332. In 1980, Columbia received 526 cards and NYU received 401.

13. Given the degree of effectiveness and the cost of the existing NYSILL system, and comparing these against the projected cost and impact of a regional by-pass system, does the latter alternative remain attractive for libraries in the Metropolitan area?

Despite its cost, the regional interlibrary loan system remains attractive for libraries in the METRO region for the following reasons:

-provide quicker turnaround time,

-utilize a faster delivery system,

-provide possible locations for formerly "ineligible" requests.

-utilize newly developed and growing data bases,

-develop a shared resources program on the local level,

-tap resources on the regional level first, thereby

-conform to the national ALA Interlibrary Loan Code and

-support NYSILL for its intended purpose .

V APPENDIX A

METRO NEW YORK METROPOLITAN REFERENCE AND RESEARCH LIBRARY AGENCY
33 WEST 42ND STREET, N.Y., N.Y. 10036
Telephone: 212 [illegible]

METRO Task Force to Study NYSILL — March 16, 1981

Patricia W. Silvernail, Chair
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280-4764

Muriel Regan
Rockefeller Foundation Library
869-8500 (x315)

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678-3046

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Mimi Penchansky
Queens College Library
520-7300

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SURVEY OF INTERLIBRARY BORROWING BY METRO LIBRARIES

ATTENTION: Interlibrary Loan Librarian

INTRODUCTION/INSTRUCTIONS

The purpose of this questionnaire is to gather data in a study of interlibrary borrowing among libraries in the New York metropolitan area, which comprises Westchester County and the five boroughs of New York City. Particular attention is focused on the New York State Interlibrary Loan Network (NYSILL) and its use by METRO libraries.

We suggest that this questionnaire be answered by the Interlibrary Loan Librarian or a person who works closely with ILL. In completing the questions, please be candid and accurate. If you are uncertain about specific numbers, please make an estimate and enclose that number in parentheses, i.e. (55) or (30%).

Please complete the questionnaire as soon as possible and return it to the METRO Office no later than Friday, April 10, 1981.

Name of library: _____

Address of library: _____

Questionnaire completed by: _____

Title: _____ Telephone: _____

I. LIBRARY PROFILE

1. Type of library:

   ____ public ____ academic ____ special

   ____ other; please specify _____

2. Size of library staff expressed as full time equivalents:

   Number of professional librarians _____

   Number of non-professional staff _____

3. Size of collection:

   Total number of volumes _____

   Number of serial titles currently received _____

4. Estimate the number of people who are registered borrowers or authorized patrons of your library _____

II. ILL OPERATIONS

1. List categories of patrons for whom you do interlibrary loans:

   _____

   _____

   _____

2. Estimate the number of patrons who are eligible to use your ILL services: _____

3. Estimate % of total number of patrons who actually use your ILL services: _____

4. Are your ILL users predominantly repeaters? _____ Yes _____ No

5. Who processes your ILLs? (Check all applicable.)

   ____ ILL librarian ____ Circulation librarian

   ____ Reference librarian ____ Clerical assistant

   ____ other; please specify _____

6. Do you publicize the availability of ILL? _____ Yes _____ No

   If "yes" how? _____

   Please enclose a copy of your publicity.

II. ILL OPERATIONS (cont.)

7. Estimate, if possible, your average cost per request of borrowing materials through ILL. _____

   Explain the basis of this estimate: _____

   _____

   _____

8. After checking your catalog, what major sources do you use to locate (as opposed to obtain) ILL materials? (Check all applicable.)

   ___ NUC, ULS, NTS, etc. ___ RLIN ___ CARES Locator

   ___ OCLC ___ LC/UCRU or National Referral Center

   ___ other; please specify _____

9. From which of the following resources do you request ILL materials? (Number in order from most used to least, starting with 1 for most used.)

	Monographs	Serials
Locations listed in NUC, ULS, NTS, etc.	_____	_____
OCLC-ILL Subsystem	_____	_____
RLG	_____	_____
NYSILL	_____	_____
Medical Library Center of NY	_____	_____
Center for Research Libraries	_____	_____
British Library, Lending Division	_____	_____
METRO-area resources; please specify		
_____	_____	_____
_____	_____	_____
Other; please specify		
_____	_____	_____
_____	_____	_____

10. How do you send ILL requests? (Check all applicable.)

    ___ mail ___ teletype

    ___ telephone ___ computer terminal

    ___ other

II. ILL OPERATIONS (cont.)

11. How do you receive material through ILL? (Check all applicable.)

____ mail
____ UPS
____ other delivery system(s); please specify _____
____ messenger
____ INTERSHARE delivery

III. ILL STATISTICS AND PATTERNS

1. Total number of ILL requests made per year: (If your fiscal year differs from the calendar year, use the statistics for the FY ending in the year indicated.)

1978 _____ 1979 _____ 1980 _____

2. ILL requests sent to NYSILL:

	Total	Monographs	Serials
1978	_____	_____	_____
1979	_____	_____	_____
1980	_____	_____	_____

3. How often are your NYSILL requests filled by the following NYSILL referral libraries? (Provide one check per line expressing your general estimate.)

	Frequently	Occasionally	Never
New York State Library	____	____	____
American Museum of Natural History	____	____	____
Brooklyn Public Library	____	____	____
Columbia University	____	____	____
Engineering Societies Library	____	____	____
New York Academy of Medicine	____	____	____
New York Public Library	____	____	____
New York University	____	____	____
Teachers College	____	____	____
Union Theological Seminary	____	____	____
Buffalo & Erie Co. Public Library	____	____	____
Cornell University	____	____	____
Monroe County Library System	____	____	____

III. ILL STATISTICS AND PATTERNS (cont.)

4. List any of the above libraries that you use for ILL without going through NYSILL and describe how you access them, specifying any fees you pay.

_____

_____

5. How often are your ILL requests filled by the following?

	Frequently	Occasionally	Never	Est.Avrg. Turnaround Time
OCLC-ILL Subsystem	____	____	____	____
RLG	____	____	____	____
Center for Research Libraries	____	____	____	____
Medical Library Center of NY	____	____	____	____
British Library, Lending Division	____	____	____	____
Other network(s) (please specify)				
_____	____	____	____	____
_____	____	____	____	____

IV. USE OF NYSILL

1. How would you rate NYSILL's average performance? (Check one.)

____ excellent ____ satisfactory ____ poor

____ good ____ fair

2. The average time between your sending an ILL request and the material arriving through NYSILL is: (Check one.)

____ One week ____ Three weeks ____ More than four weeks

____ Two weeks ____ Four weeks

3. Would you submit more requests to NYSILL if service were faster? _____ Yes _____ No

IV. USE OF NYSILL (cont.)

4. Which of the following improvements in the NYSILL system would be most helpful to you? (Number in order from most helpful to least, starting with 1.)

____ quicker turnaround time

____ more assistance by the N. Y. State Library in citation verification

____ more complete records of NYSILL referral libraries' serial holdings

____ more complete records of NYSILL referral libraries' mono. holdings

____ higher fill rate

____ less restrictive policies on lending current materials by referral libraries

____ up-to-date NYSILL users' manual

____ other; please specify _____

5. Is the priority given by NYSILL to teletype requests over mail requests a problem for your library? _____ Yes _____ No

6. What suggestions do you have for improving NYSILL service to METRO area libraries?

_____

_____

_____

_____

_____

_____

V. MISCELLANEOUS

1. Do you use CARES Locator for assistance in verifying requests and locating materials? _____ Yes _____ No

If "no", why not? _____

_____

_____

V. MISCELLANEOUS (cont.)

2. What ILL networks or sources would you like to have made available to your library through METRO? Please indicate after each whether your need is for verification, for location of material, or for actual borrowing.

3. Please state below any other comments about ILL in the METRO area:

V APPENDIX B

NYSILL ACTIVITIES OF METRO AREA LIBRARIES: STATISTICS

1. How many NYSILL requests originate from METRO area libraries?

1981

Type of Library	Jan.	Feb.	March	April	May	June
Academic						
Public						
Special						
profit						
non-profit						
School						
Others						
TOTAL						

2. How many of those requests arrive via teletype? How many by mail?

1981

Communication mode	Jan.	Feb.	March	April	May	June
Teletype						
Mail						
TOTAL						

3. How many of the requests originating from METRO area libraries were referred to each of the following:

Library	Jan.	Feb.	March	April	May	June
American Museum of Natural History						
Brooklyn Public Library						
Columbia University						
Engineering Societies						
N.Y. Academy of Medicine						
New York University						
New York Public Library						
Teachers College						
Union Theological Seminary						
Buffalo & Erie County Public Library						
Cornell University						
Monroe County Library System						
Others						

4. How many of the requests from METRO area libraries were filled by the following libraries?

Library	1981 Jan.	Feb.	March	April	May	June
New York State Library						
American Museum of Natural History						
Brooklyn Public Library						
Columbia University						
Engineering Societies						
N.Y. Academy of Medicine						
New York Public Library						
New York University						
Teachers College						
Union Theological Seminary						
Buffalo & Erie County Public Library						
Cornell University						
Monroe County Library System						
Others						

5. How many requests from METRO area libraries require verification or additional work by New York State Library?

	1981					
	Jan.	Feb.	March	April	May	June
Number needing verification:						

6. What is the average elapse time for METRO area requests from arrival at New York State Library through response by State Library or referral library?

	1981					
Library	Jan.	Feb.	March	April	May	June
New York State Library						
American Museum of Natural History						
Brooklyn Public Library						
Columbia University						
Engineering Societies						
New York Academy of Medicine						
New York Public Library						
New York University						
Teachers College						
Union Theological Seminary						
Buffalo & Erie County Public Library						
Cornell University						
Monroe County Library System						
Others						

7. What is the average cost to NYSILL per request?

   List the factors on which this cost is based. Please estimate percent of total for each factor.

Factor	Percent

8. What is average cost per request excluding reimbursement to referral libraries?

9. What is the payment for FY 1980-81 to each of the libraries?

Library	1981 First Payment	1981 Amount paid per request	1981 Amount paid per filled request
American Museum of Natural History			
Brooklyn Public Library			
Columbia University			
Engineering Societies			
New York Academy of Medicine			
New York Public Library			
New York University			
Teachers College			
Union Theological Seminary			
Buffalo & Erie County Library			
Cornell University			
Monroe County Library System			